



**Transmission Business Line (TBL)
Business Practices Technical Forum Decision**

SCHEDULING ACCOUNT BUILDING HOURS

April 25, 2003 Forum

Background:

To do business with TBL scheduling, customers must have a Real-time Operations Dispatch and Scheduling (RODS) account that enables TBL track the customer business transactions. TBL has operated its account building function Monday through Friday during normal business hours.

Business Practice Technical Forum Proposal:

Expand the hours for TBL account building to allow customers to capture market opportunities and respond to unforeseen weather events seven days a week, all hours of the day.

TBL Decision:

To respond to customers' needs:

- Effective May 18, 2003, TBL account building hours will be expanded to add Saturday and Sunday during preschedule hours of 12 pm to 4 pm.
- Effective October 1, 2003, TBL account building hours will be 24 hours a day, 7 days a week.
- Account building hours will be documented in TBL's Account Building Business Practice currently under development.
- TBL calls in staff to build accounts outside of normal account-building hours during emergencies or unforeseen events.